

What is a Bad Attitude?

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| Grade Level | Twelfth |
| Minimum Time Required | 30 Minutes |
| Materials/Resources | Handouts |
| Subject Area(s) | Guidance |

Project Description:

1. Read the attached case study aloud to the class.
2. In groups of two, have students complete the discussion questions. Have each group share their answers.

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| Career Development Standard | Skills to interact positively with others. |
| Career Development Indicator | Describe how to express feelings, reactions, and ideas in an appropriate manner. |
| Delivery Level | Introductory |
| Academic Standards | |
| Language Arts | 3.1.b apply effective listening techniques for creative problem-solving and collaborative decision-making. |
| Employability/SCANS Skills | Thinking Skills Basic Skills Interpersonal Skills |
| Assessment/Rubric | Students will be evaluated on class participation. |

Submitted by: From School-To-Work by: Littrell, Lorenz, Smith © 2000

CASE STUDY

What is a bad attitude?

Carol started his morning discussing a recent order with a customer on the telephone. The customer ordered additional memory for her computer over a week ago and still hadn't received the computer part. Carlos explained that he took the order correctly and sent it immediately to the shipping department. Carol explained that he took the order correctly and sent it immediately to the shipping department. He told the customer it wasn't his fault she hadn't received her order.

The customer said she didn't care whose fault it was. She had already paid for the computer part and expected prompt delivery as promised. Carol insisted it wasn't his problem and that the customer needed to call the receptionist and ask to talk with someone in the shipping department. The customer became so angry she told Carlos to cancel her order and slammed down the receiver.

Carlos lost his temper. He called the customer back and said "You had no right to hang up on me. I deserve to be treated with respect!" The customer hung up again without saying a word. Still angry, Carlos called the customer back, but she refused to answer.

Questions to Discuss:

1. Who is responsible for the confrontation?
2. How could Carlos have handled the situation differently.
3. Is there ever a good reason for showing disrespect to a customer.

What is a Bad Attitude?

Think More About It:

1. Give an example of an attitude you have observed at a work place. Was it positive or negative?
2. Would/do you enjoy working with someone with a bad attitude? Why or why not?